

In addition to the Employee/Team Commitments listed, GOT employees have expectations of their management team. These commitments are in addition to the Employee/Team Commitments that apply to everyone in GOT. These commitments apply to all executive directors, directors, managers, supervisors, branch managers, project team leaders, or anyone who is functioning in a similar capacity in GOT.

Management Commitments:

- 1. Open communications across all levels of the organization** – *Good decisions come from having all available information. Effective communications, in written and oral forms, are crucial to a smooth flow.*
- 2. Listen to all input and provide candid feedback** – *You will only encourage your employees to be less than forthcoming if you "shoot the messenger" or kill any opposing opinions.*
- 3. Support of staffs' decisions and provide "air cover"** – *To enhance the decision-making abilities of employees and first-level managers and supervisors, we must support those decisions that follow GOT policy and coach the staff in better decision-making.*
- 4. Truthfulness and trustworthiness** – *Managers will tell the truth and follow through on commitments. They are entitled to expect the same from their employees.*
- 5. Sympathy and compassion for personal situations**
- 6. Management through the chain of command** – *While communications are open across the organization, management actions will be resolved through the formal chain of command.*
- 7. Strive for "win/win" outcomes in all situations**
- 8. Use coaching and mentoring as tools in their staffs' professional development**